

## 2012 PD TIS FAQs

Q. What products does PD TIS provide?

- A. PD TIS provides the following products to Army and DoD units and organizations:
- Transportation Coordinators' – Automated Information for Movements System II (TC-AIMS II)
  - Automated Air Load Planning System (AALPS)
  - Automated Movement Flow Tracking – In-Transit Visibility (AMFT-ITV)

Q. Where is TC-AIMS II used?

- A. TC-AIMS II is used worldwide (CONUS and OCONUS) by all Army units. It is used within all 54 US states and territories, all overseas Army garrisons, and within the Operations Enduring Freedom (OEF) theater.

Q. Who should I contact for support with TC-AIMS II and/or AALPS systems?

- A. TIS customer support is available 24/7 at:
- Direct: (254) 287-1608
  - DSN: (312) 737-1608
  - Toll Free: (877) 839-0813
  - NIPR E-mail: [c4isr.support@us.army.mil](mailto:c4isr.support@us.army.mil)
  - SIPR E-mail: [soc.support@us.army.mil](mailto:soc.support@us.army.mil)

Q. Where can I find information regarding Enterprise outage alerts?

- A. PD TIS' AKO Portal: <https://www.us.army.mil/suite/page/560678>

Q. How can I get informal training on TIS products?

- A. Please view our Interactive Multimedia Instruction (IMI) modules found on our AKO portal at <https://www.us.army.mil/suite/page/560678>

Q. How do I get access to TC-AIMS II?

- A. For Enterprise access, contact the Support and Operations Center (SOC) toll free at (877) 839-0813 or [c4isr.support@us.army.mil](mailto:c4isr.support@us.army.mil)

Q. How do I obtain an Enterprise Account?

- A. Please follow the instructions listed on our Public Web site at: [https://tisdev.usace.army.mil/software\\_overview.html](https://tisdev.usace.army.mil/software_overview.html) (need to update once site is live)  
A UAM must first be established and then the Enterprise Account Form may be submitted to the SOC. Please fill out the form and forward on to the SOC.

Q. What is the SOC and how do I contact them?

- A. The SOC is the Support and Operations Center. They are available for 24/7 support with account creation, answering technical questions and evaluating any issues the user may run into. Their contact information is listed here: [https://tisdev.usace.army.mil/customer\\_support.html](https://tisdev.usace.army.mil/customer_support.html) (need to update once site is live)